

**HEALTH PLAN CONTACTS
FOR PROVIDER DISPUTE RESOLUTION**

Health Plan	Contact Information
Access Dental Plan	Provider Relations Department 800-640-4466 916-646-9000
Aetna US Healthcare Dental Plan of California, Inc.	PO Box 14027 Lexington, KY 40512 Tel. 800-451-7715 Fax 805-582-5922
Aetna US Healthcare Plan of Calif., Inc.	For Non-Medicare: Provider Appeals Aetna U.S. Healthcare Plan of CA, Inc. P.O. Box 24019 Fresno, CA 93779 Tel. 800-756-7039 For Medicare: Provider Grievances Aetna U.S. Healthcare Plan of CA, Inc. P.O. Box 1918 Rancho Cucamonga, CA 91729
Alameda Alliance For Health	AAH Claims Service Department P.O. Box 1796 San Leandro, CA 94577 Tel. 510-895-4596 Fax 510-678-0109
American Healthguard Corporation	Corporate Office 30 East Santa Clara St., Ste D Arcadia, CA 91006 Tel. 626-821-5500 Fax 626-821-5514
American Specialty Health Plans, Inc.	P.O. Box 509002 San Diego, CA 92150-9002 Tel. 800-972-4226
Ameritas Managed Dental Plan Inc.	AMDP Dental Director 151 Kalmus Dr., Ste. J3 Costa Mesa, CA 92626 Tel. 800-336-6661 Fax 714-437-5967
Avante Behavioral Health Plan	Avante Behavioral Health Plan 1111 E. Herndon Ave., Ste. 308 Fresno, CA 93720 Tel. 800-498-9055 Fax 559-261-9073

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Avante Complementary Health Plan	Avante Complementary Health Plan 1111 E. Herndon Ave., Ste. 308 Fresno, CA 93720 Tel. 800-428-6337 Fax 559-261-9073
Basic Chiropractic Health Plan	Provider Relations Manager 2027 Grand Canal Blvd., Ste. 19 Stockton, CA 95207 Tel: 866-BCHPINC Fax: 209-956-6808
Baycare Health Plan, Inc.	
Blue Cross of California	Blue Cross of California Legal Department 21555 Oxnard St., ACIC Woodland Hills, CA 91367
Blue Shield of California	See "California Physicians' Service" below
California Benefits Dental Plan	3611 South Harbor Blvd., Ste. 150 Santa Ana, CA 92704 Tel. 714-540-4255 Tel. 800-350-3999 Fax 714-540-4754 California.Benefits.Dental.Plan@PHL.com
California Dental Network, Inc.	California Dental Network, Inc. 1971 East 4 th St., Ste. 184 Santa Ana, CA 92705 Tel. 714-479-0777 Tel. 877-4-DENTAL Fax 714-479-0779
California Physicians' Service	Blue Shield of California Provider Services Network Manager PO Box 639010 Folsom, CA 95763-9010 Tel. 800-258-3091 Fax 916-350-7880 www.blueshieldca.com
Care 1st Health Plan	Care 1 st Health Plan Claims Department 1000 South Fremont Ave., Bldg. A-11, Unit 22 Alhambra, CA 91803 Tel. 626-299-4299, ext. 231 or 270 Fax 626-299-4296

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Century Dental Plan	Century Dental Plan 117 S. Los Robles Ave. Pasadena, CA 91101 Tel. 800-801-7526 Fax 626-449-4932
Chinese Community Health Plan	Attn: Utilization Department (service denials) Attn: Claims Department (claims & reimbursements) Attn: Provider Relations (Other) 170 Columbus Ave., Ste. 210 San Francisco, CA 94133 Tel. 415-397-3190 Fax 415-397-7908 Fax 415-397-5513 (for Utilization Dept.)
Chirosave, Inc.	
Cigna Behavioral Health of Calif., Inc.	Claims Customer Service Tel. 800-753-0540 CIGNA Behavioral Health of CA, Inc. Professional Relations 450 North Brand Blvd., Ste. 500 Glendale, CA 91203 Tel. 800-288-2417 Fax 818-551-2787
Cigna Dental Health of California, Inc.	CIGNA Dental Network Services 5990 Sepulveda Blvd., Ste. 500 Van Nuys, CA 91411 Tel. 800-367-1037 Fax 818-756-2936
Cigna HealthCare of California, Inc.	CIGNA HealthCare of California, Inc. Medical Review Unit (MRU) 400 North Brand Blvd., Ste. 600 Glendale, CA 91203 CIGNA Member Services Tel. 800-832-3211
Cohen Medical Corporation	Provider Services Coordinator or Contracts Manager Tel. 562-435-2676 Tower Health Attn: Claims Appeals Unit 200 Oceangate, Sixth Floor Long Beach, CA 90802

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Community Dental Services	<p>Provider Services Department Tel. 714-708-5300 Fax 714-708-5399</p> <p>Dental Director Tel. 714-708-5306 Fax 714-850-3350 3501 W. Sunflower Ave., Su 110 Santa Ana, CA 92704</p>
Community Health Group	<p>Community Health Group Claims P.O. Box 1237 Chula Vista, CA 91912</p> <p>Provider Appeals 740 Bay Blvd. Chula Vista, CA 91910 Tel. 619-498-6498 Fax 619-427-3386</p>
Consumer Health, Inc. (Newport Dental Plan)	Providers are given a toll free number for Provider Dispute Resolution Mechanism on each claim form. Primary contact is with Member Service Rep.
Contra Costa County Medical Services	<p>Contra Costa Health Plan Claims Office 595 Center Ave., Ste. 100 Martinez, CA 94553 Tel. 925-313-6000</p> <p>Provider Relations Tel. 925-313-6008 Fax 925-313-6002</p>
County of Los Angeles-Dept. of Health Srvcs. DbA: Community Health Plan	<p>Community Health Plan 1000 South Fremont Ave. Bldg. A-9, East 2nd Fl., Unit #4 Alhambra, CA 91803-1323</p> <p>For Medi-Cal Claims: Fax 626-299-7255</p> <p>Provider information line: 626-299-5599</p>
County of Ventura	<p>2323 Knoll Drive, Rm. 417 Ventura, CA 93003 Primary voice telephone line: 805-677-8787 Fax: 805-677-5179</p>

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Health Plan	Contact Information
Dedicated Dental Systems, Inc.	Quality Assurance Representatives 3990 Ming Ave. Bakersfield, CA 93309 Tel. 661-397-5513 Fax 661-397-2888
Delta Dental Plan of California	Delta Customer & Member Service P.O. Box 7736 San Francisco, CA 94120
Dental Benefit Providers of California, Inc.	Dental Benefit Providers of California, Inc. Attn: Complaints/Appeals Unit 311 California St., Ste. 550 San Francisco, CA 94101 Tel. 800-822-5353 Fax 301-657-4288 Note: The above address is good only for those providers providing services in CA, CO, NM, UT, AZ, WY, NV, ID, OR, WA, HA, ARK. Providers providing services outside the regions listed above, should call the 800 number above to get the proper claims mailing address.
Dental Health Services	Dental Health Services 3833 Atlantic Ave. Long Beach, CA 90807 Toll-Free 1-800-637-6453 Tel. 562-595-6000 Fax 562-424-6088
DentiCare of California, Inc.	Director of Provider Relations DentiCare/Avp P.O. Box 57074 Irvine, CA 92619-7074 Tel. 800-999-2848 Fax 949-790-3450
Eyecare Service Plan, Inc. (Spectera)	Assn. Member Services Manager 100 Corporate Pointe, Ste. 285 Culver City, CA 90230-7612 Tel. 800-805-1036 Fax 310-242-6222
EYEMED, Inc.	170 Newport Center Dr., #130 Newport Beach, CA 92660 Tel. 949-718-1430 Fax 949-718-1432

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Health Plan	Contact Information
For Eyes Vision Plan, Inc.	2112 Shattuck Ave. Berkeley, CA 94704 Tel. 510-843-0788 Fax 510-843-2597
Foundation Health Vision Services	Director of Provider Relations P.O. Box 57074 Irvine, CA 92619-7074 Tel. 800-999-2848 Fax 949-790-3450
Golden West Health Plan, Inc.	Tel. 800-995-4124, ext. 187 Fax 805-987-6110 Claims Department 888 Ventura Blvd. Camarillo, CA 93010 Tel: 800-995-4124 Fax 805-389-1586
Greater California Dental Plan	Greater California Dental Plan 22144 Clarendon St. P.O. Box 4281 Woodland Hills, CA 91365-4281
Health and Human Resource Center	Provider Relations 7798 Sky Park Court, Ste. 140 San Diego, CA 92123 Tel. 800-342-8111 Fax 888-285-2207
Health Net of Calif.	Health Net P.O. Box 10406 Van Nuys, CA 91410-0406 Provider Services Call Center Tel. 800-641-7761 Fax 916-351-4116 www.healthnet.com
Health Plan of the Redwoods	Health Plan of the Redwoods 3033 Cleveland Ave. Santa Rosa, CA 95403 Tel. 707-544-2273 Fax 707-525-4261
Holman Professional Counseling Centers	Provider Services 21050 Vanowen St. Canoga Park, CA 91303 Tel. 800-321-2843 Fax 818-704-9339

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Health Plan	Contact Information
Human Affairs International of California	Comment Coordinator 300 Continental Blvd., Ste. 240 El Segundo, CA 90245 Tel. 800-424-1565, ext. 7109 Fax 310-726-7104
Ideal Dental Health Plan, Inc.	
Inland Empire Health Plan	Inland Empire Health Plan Claims Appeal P.O. Box 10129 San Bernardino, CA 92423 Provider Service Rep Tel. 909-890-2054 Tel. 909-890-2055 Claims Supervisor Tel. 909-890-2969 Fax 909-890-2068
Inter Valley Health Plan	Inter Valley Health Plan Attn: Provider Services Appeals and Grievances 300 South Park Ave. P.O. Box 6002 Pomona, CA 91769-6002 Tel. 909-623-6333, ext. 551 Fax 909-623-8973
Kaiser Foundation Added Choice Health Plan	
Kaiser Foundation Health Plan, Inc.	For Northern Calif. non-contract referrals: Kaiser Permanente Attn: Appeals Review 1950 Franklin St., 16 th Floor Oakland, CA 94612 TPMG contracted Services Medical Services Planning and Contracting Support 1814 Franklin St., 3 rd Floor Oakland, CA 94612 For Southern Calif: Kaiser Permanente Claims Administration Attn: Research and Resolution Unit P.O. Box 7102 Pasadena, CA 91109-7202

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Health Plan	Contact Information
Kern Health Systems	<p>KHS Claims Department P.O. Box 81558 Bakersfield, CA 93380-1558</p> <p>For in-person meeting: 1600 Norris Road Bakersfield, CA 93308 Tel. 800-391-2000</p>
Landmark Healthplan of California, Inc.	<p>Landmark Health Plan Attn: Quality Mgt Dept 1750 Howe Ave., Ste. 300 Sacramento, CA 95825 Customer Service: 800-638-4557 General Sacramento Local Tel: 916-929-7806 General Fax: 916-929-8350</p>
Lifeguard, Inc.	<p>For Provider Correspondence: Lifeguard 1851 McCarthy Blvd. Milpitas, CA 95035 Tel. 408-232-5100 Fax 408-383-4380</p> <p>For Claims: Lifeguard P.O. Box 64100 Colorado Springs, CO 80962-4100 Customer Service Fax: 408-383-4389 Medical Services Tel: 800-505-2427</p>
Local Initiative Health Authority for L.A. County, dba: L.A. Care Health Plan	<p>LA Care Health Plan Provider Relations Grievance and Appeals 555 W. Fifth St., 18th Fl. Los Angeles, CA 90013-3036</p> <p>Claims Department P.O. Box 712129 Los Angeles, CA 90071</p> <p>Provider Info. Line 213-438-5407 General Tel. 213-694-1250 General Fax 213-694-1246 Claims Fax 213-438-5718 Info@lacare.org</p>

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Health Plan	Contact Information
Managed Dental Care	Managed Dental Care: Specialty Referral Supervisor 6200 Canoga Ave., Ste. 100 Woodland Hills, CA 91367 Or P.O. Box 4391 Woodland Hills, CA 91365-4391 Tel. 800-249-3538 (in CA) Tel. 800-273-3330 (general line) Fax 818-347-7302 (in CA)
Managed Health Network	CIMS/Claims Practitioner Customer Service Tel. 800-444-4281 Fax 800-977-7582 Professional Relations Representatives Tel. 800-541-3353 Fax 415-472-8181 provider.dispute@mhn.com
Maxicare	
Medical Eye Services, Inc.	Administrative Corporate Office: Professional Relations Dept. 111 Maiden Lane, Ste. 530 San Francisco, CA 94108 Tel. 415-362-7771 For Claims: P.O. Box 93033 Long Beach, CA 90809 Tel. 1-800-877-6372
Merck-Medco Managed Care of Calif., Inc.	PAID Prescription LCC Pharmacy Services Dept. 399 Jefferson Road (Mail Stop P 15) Parsippany, NJ 07054
Merit Behavioral Care of California, Inc.	Comment Coordinator 400 Oyster Point Blvd., Ste. 306 South San Francisco, CA 94080 Tel. 800-288-0558, ext. 714 Fax 650-742-0988
Molina Medical Centers	Claims Customer Service Unit One Golden Shore Dr. Long Beach, CA 90802 Tel. 562-435-3666, ext. 5600 Fax 562-951-8370

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National Med Inc.	National Health Plans 1005 West Orangeburg Ave., Ste. B Modesto, CA 95350-4163 Tel. 209-527-3350, ext. 5724 Tel. 800-468-8600, ext. 5724 Fax 209-544-9726
NVAL Visioncare Systems of Calif., Inc.	NVAL Visioncare Systems of California, Inc. Attn: Provider Relations 4201 Bonita Place Fullerton, CA 92835
On Lok Senior Health Services	The Plan Administrator On Lok Senior Health Services Quality Assurance 1333 Bush St. San Francisco, CA 94109 Tel. 415-292-8735 Fax 415-292-8745
One Health Plan of California, Inc.	Member Services Dept One Health Plan of California, Inc. Attn: Member Services Dir. 1740 Technology Dr., Ste. 320 San Jose, CA 95110 Tel. 800-798-2466, ext. 4166 Fax 408-437-0170 www.onehealthplan.com
Orange Prevention and Treatment Intergrated, dba: Caloptima	1120 W. La Veta Ave. Orange, CA 92868 Tel. 714-246-8616
Pacific Union Dental, Inc.	Attn: Provider Relations Dept. 1390 Willow Pass, #800 Concord, CA 94520 Fax 925-363-6084
PacifiCare Behavioral Health of California Inc.	PacifiCare Behavioral Health of CA 5990 Sepulveda Blvd., Ste. 400 Van Nuys, CA 91411 www.phhi.com

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PacifiCare Dental	<p>PacifiCare Dental c/o Provider Information Management/Provider Relations P.O. Box 66033 Anaheim, CA 92816 Tel. 800-622-6388, ext. 49112 Fax 714-704-9490 Pim@phs.com</p> <p>For Provider Claims: P.O. Box 483 Tustin, CA 92781 Tel. 800-622-6389 Fax 714-704-9351</p>
PacifiCare of California	<p>PacifiCare of California Provider Dispute Liaison Provider Operations P.O. Box 6006 MS CY22-369 Cypress, CA 90630</p>
Pearle Visioncare, Inc.	<p>Pearle VisionCare, Inc. Tel. 858-625-9171 Tel. 800-843-6706 For Claims: Customer Service Department Tel. 800-735-8585</p>
Preferred Health Plan, Inc.	<p>Voice 1-888-703-6999 Fax 949-223-0011 3636 Birch St., Ste. 250 Newport Beach, CA 92660</p>
Primecare Dental Plan, Inc.	<p>16444 Van Owen St. Van Nuys, CA 91406 Tel. 800-776-6866 Fax 818-994-0717</p>
Private Medical-Care, Inc.	<p>Provider disputes are to be sent by mail or fax to: Claims Department Private Medical-Care, Inc. 12898 Towne Center Dr. Cerritos, CA 90703 Fax 562-924-7828</p> <p>Contracted providers may contact their Provider Relations Rep by phone, fax or mail.</p>

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ProCare Eye Exam, Inc.	ProCare Eye Exam, Inc. Attention: Provider Relations 4201 Bonita Place Fullerton, CA 92835
Prudential Healthcare Plan of California	Customer Service Representative Tel. 800-433-3150 Contact Provider Relations Representative assigned to their particular medical group or IPA.
Regents of The University of California (UCSD)	UCSD Health Plan Claims P.O. Box 33728 San Diego, CA 92163-3728 Tel. 619-294-6094 or 800-688-6161 UCSD Health Plan/Provider Services 200 West Arbor Dr., Mail Code 8501 San Diego, CA 92103-8501
Safeguard Health Plans, Inc.	Provider Relations Department Safeguard Health Plans, Inc. 95 Enterprise Dr. Aliso Viejo, CA 92656 Provider Relations Representative Tel. 800-635-4238 Fax 949-425-4197 (Provider Representative's name)@safeguard.net
San Francisco Health Plan	568 Howard St., 5 th Fl. San Francisco, CA 94105 Tel. 415-547-7818, ext. 205 Fax 415-547-1341 Customer Service: Tel. 415-547-7805 or 800-288-5555 Fax 415-547-7824
San Joaquin County Health Commission	Provider Service Representative Tel. 209-939-3585 Fax 209-939-3535 For Medi-Cal Managed Care & Healthy Families Claims: P.O. Box 30490 Stockton, CA 95213-0490 For ASO-TPA Product Line Claims: P.O. Box 31570 Stockton, CA 95213-1570

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San Mateo Health Commission	<p>Provider relations: IIPSM 701 Gateway Blvd., Ste. 400 S. San Francisco, CA 94080 Tel. 650-616-2106 www.hpsm.org</p> <p>Customer Service: Tel. 650-616-0050</p>
Santa Barbara Regional Health Authority	<p>Santa Barbara Regional Health Authority 110 Castilian Dr. Goleta, CA 93117 Tel. 800-421-2560, ext. 237 Tel. 805-685-9525, ext. 233 Fax 805-685-9828 www.sbrha.org</p>
Santa Clara County Valley Health Plan; Santa Clara Valley Med Ctr	<p>Valley Health Plan Attn: Provider Relations Dept. 2325 Enborg Ln., #290 San Jose, CA 95128 Tel. 408-885-5916 Tel. 408-885-4039 Fax 408-885-4875</p>
Santa Clara County Health Authority, dba: Santa Clara Family Health Plan	<p>Claims Director P.O. Box 5550 San Jose, CA 95150-5550 Tel. 408-260-4400 Fax 408-260-2016</p> <p>Medical Director 4050 Moorpark San Jose, CA 95117 Fax 408-984-2262</p>
Santa Cruz - Monterey Managed Medical Care Comm. (Central Coast Alliance for Health)	<p>Central Coast Alliance for Health 375 Encinal St., Ste. A Santa Cruz, CA 95060</p> <p>Provider Services Manager Tel. 831-466-4339 Fax 831-457-9588 Providers may also contact the Provider Service Representative for their region</p>

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SCAN Health Plan	SCAN Health Plan Attn: Claim Dispute Resolution Coordinator P.O. Box 22698 Long Beach, CA 90801 Tel. 877-778-7226
Sharp Health Plan	Sharp Health Plan Attn: Research Dept. 9325 Sky Park Court, Ste. 300 San Diego, CA 92123 Tel. 858-637-6590 Fax 858-637-6504
Sistemas Medicos Nacionales, S.A.de C.V. (Simnsa Health Care)	<p>SMNSA Health Plan c/o International Healthcare, Inc. 480 Camino del Rio South, Ste. 206 San Diego, CA 92108 Tel. 619-297-5452 Fax 619-297-4870</p> <p>SIMNSA Health Plan 83-29-02 and 83-30-05 Paseo Rio Tijuana 406 1er Piso-Edificio Allen Lloyd</p>
U. S. Behavioral Health Plan, California	Behavioral Health Plan, California Claims Dept. P.O. Box 880639 San Diego, CA 92168 Tel. 877-263-9952 Provider Service Network Manager Tel. 800-798-3053 Tel. 800-333-8724
UDC Dental California, Inc.	
United Concordia Dental Plans of CA, Inc.	United Concordia Dental Plans of California, Inc. Attn: Professional Relations 21700 Oxnard St., Ste. 500 Woodland Hills, CA 91367 Tel. 800-876-6432
Universal Care	Provider Claims Appeal/Grievance Department P.O. Box 6547 Long Beach, CA 90806-6547 Tel. 800-635-6668, ext. 4937

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ValueOptions of California, Inc.	ValueOptions of California, Inc. Attn: Grievance Dept 340 Golden Shore St. Long Beach, CA 90802 Tel. 800-228-1286 (ValueOptions) or Medical card 800 # specific to the member's benefit plan Fax 562-590-0385 Fax 562-951-6120 (for grievance) providerinfo@valueoptions.com
Vision First Eye Care, Inc.	1937-A Tully Rd. San Jose, CA 95122 Tel. 408-923-0400 Fax 408-923-3303
Vision Plan of America	Vision Plan of America 3255 Wilshire Blvd., Ste. 1610 Los Angeles, CA 90010 Tel. 213-384-2600
Vision Service Plan	Vision Service Plan P.O. Box 997100 Sacramento, CA 95899-7100 Tel. 888-202-0877 Fax 916-851-5122
VisionCare of California	9663 Tierra Grande St., Ste. 203 San Diego, CA 92126 Tel. 858-831-9322 Fax 858-831-0225
Vista Behavioral Health Plans	Comment Coordinator 300 Continental Blvd., Ste. 240 El Segundo, CA 90245 Tel. 800-424-1565, ext. 7109 Fax 310-726-7104
VivaHealth, Inc.	
WATTS Health Foundation, Inc.	UHP Health Care 3405 W. Imperial Highway Inglewood, CA 90303 Provider Network Manager Fax 310-671-6926 Provider Network Services-Professional Tel. 310-680-3344
Western Dental Services, Inc.	530 S. Main St. Orange, CA 92863 Tel. 800-811-5111 Fax 714-571-3697

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Western Health Advantage	<p>Chief Medical Officer 1331 Garden Highway, Ste. 100 Sacramento, CA 95833 Tel. 916-563-3186 Fax 916-568-0278</p> <p>Manager Clinical Resource Tel. 916-563-3196 Fax 916-568-0278</p>

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